

EXCEPTION

EXCEPTION 47

BellSouth Florida OSS Testing Evaluation

Date: April 12, 2001

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

Exception:

KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.

Background:

BellSouth bills display Unbundled Transport Shared Transport usage for each terminating office CLLI code. The usage is further broken down by mileage bands, as determined by the vertical and horizontal coordinates of the originating and terminating central offices.

Issue:

During the execution of the Functional Usage Evaluation (TVV11), KPMG Consulting completed calls to locations where the terminating central office was greater than 35 miles from the originating central office. KPMG Consulting received DUF records for these calls; however, the associated usage for these calls was not reflected on the KPMG CLEC bills.

Sample details of the occurrences noted are shown in the table below.

Call From TN	ToNumber in DUF Record	Call Date	Call Time	Mileage
3056855015	5613552230	12/124/2000	11:00:05	58
3056855015	5616553976	12/142/2000	10:41:38	58
56136550272	3056858869	12/148/2000	13:40:49	58
56136553613	3056854238	12/12/2000	16:20:56	58
8504390653	8506823201	12/13/2000	11:51:36	45
9547635470	5616550272	12/13/2000	13:33:13	41
9547674541	5615140599	12/14/2000	13:03:40	41

Impact:

Failure to account for all usage could impact a CLEC's ability to reconcile its bills.

KPMG Consulting, Inc.

04/12/01

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AMENDED EXCEPTION 47
BellSouth Florida OSS Testing Evaluation

Date: May 1, 2001

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

Exception:

KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.

Background:

BellSouth bills display Unbundled Transport Shared Transport usage for each terminating office CLLI code. The usage is further broken down by mileage bands, as determined by the vertical and horizontal coordinates of the originating and terminating central offices.

Issue:

During the execution of the Functional Usage Evaluation (TVV11), KPMG Consulting completed calls to locations where the terminating central office was greater than 35 miles from the originating central office. KPMG Consulting received DUF records for these calls; however, the associated usage for these calls was not reflected on the KPMG CLEC bills.

Sample details of the occurrences noted are shown in the table below.

Call From TN	ToNumber in DUF Record	Call Date	Call Time	Mileage
3056855015	5613552230	12/12/2000	11:00:05	58
3056855015	5616553976	12/14/2000	10:41:38	58
5616550272	3056858869	12/14/2000	13:40:49	58
5616553613	3056854238	12/12/2000	16:20:56	58
8504390653	8506823201	12/13/2000	11:51:36	45
9547635470	5616550272	12/13/2000	13:33:13	41
9547674541	5615140599	12/14/2000	13:03:40	41

Impact:

Failure to account for all usage could impact a CLEC's ability to reconcile its bills.

FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED EXCEPTION 47



Florida OSS Test
Amended Exception 47

May 3, 2001

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

Exception:

KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.

Background:

BellSouth bills display Unbundled Transport Shared Transport usage for each terminating office CLLI code. The usage is further broken down by mileage bands, as determined by the vertical and horizontal coordinates of the originating and terminating central offices.

Issue:

During the execution of the Functional Usage Evaluation (TVV11), KPMG Consulting completed calls to locations where the terminating central office was greater than 35 miles from the originating central office. KPMG Consulting received DUF records for these calls; however, the associated usage for these calls was not reflected on the KPMG CLEC bills.

Sample details of the occurrences noted are shown in the table below.

Call From TN	ToNumber in DUF Record	Call Date	Call Time	Mileage
3056855015	5613552230	12/12/2000	11:00:05	58
3056855015	5616553976	12/14/2000	10:41:38	58
5616550272	3056858869	12/14/2000	13:40:49	58
5616553613	3056854238	12/12/2000	16:20:56	58
8504390653	8506823201	12/13/2000	11:51:36	45
9547635470	5616550272	12/13/2000	13:33:13	41
9547674541	5615140599	12/14/2000	13:03:40	41

Impact:

Failure to account for all usage could impact a CLEC's ability to reconcile its bills.

FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED EXCEPTION 47

BellSouth Response

BellSouth identified two scenarios that precluded billing of mileage-sensitive rate elements for the seven call examples listed above. The two scenarios are as follows:

1. Intralata toll calls LPIC'd to BellSouth were originally considered un-billable. A mechanical billing method for applying UNE usage to BellSouth carried Intralata toll messages will be in place by June 5, 2001. DUF records are sent to the CLEC for their billing purposes, however.
2. All applicable UNE usage rate elements for the four operator calls listed were billed except for mileage sensitive transport. Mileage sensitive transport will be billed by June 5, 2001. However, DUF records are sent to the CLEC for their billing purposes.

Call From TN	To Number in DUF Record	Call Date	Call Time	Mileage	Scenario from above
3056855015	5613552230	12/12/2000	11:00:05	58	1
3056855015	5616553976	12/14/2000	10:41:38	58	1
5616550272	3056858869	12/14/2000	13:40:49	58	2
5616553613	3056854238	12/12/2000	16:20:56	58	1
8504390653	8506823201	12/13/2000	11:51:36	45	2
9547635470	5616550272	12/13/2000	13:33:13	41	2
9547674541	5615140599	12/14/2000	13:03:40	41	2

FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO EXCEPTION 47



Florida OSS Test
Amended Exception 47

May 10, 2001

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

Exception:

KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.

Background:

BellSouth bills display Unbundled Transport Shared Transport usage for each terminating office CLLI code. The usage is further broken down by mileage bands, as determined by the vertical and horizontal coordinates of the originating and terminating central offices.

Issue:

During the execution of the Functional Usage Evaluation (TVV11), KPMG Consulting completed calls to locations where the terminating central office was greater than 35 miles from the originating central office. KPMG Consulting received DUF records for these calls; however, the associated usage for these calls was not reflected on the KPMG CLEC bills.

Sample details of the occurrences noted are shown in the table below.

Call From TN	ToNumber in DUF Record	Call Date	Call Time	Mileage
3056855015	5613552230	12/12/2000	11:00:05	58
3056855015	5616553976	12/14/2000	10:41:38	58
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5616553613	3056854238	12/12/2000	16:20:56	45
8504390653	8506823201	12/13/2000	11:51:36	41
9547635470	5616550272	12/13/2000	13:33:13	41
9547674541	5615140599	12/14/2000	13:03:40	

Impact:

Failure to account for all usage could impact a CLEC's ability to reconcile its bills.

FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO EXCEPTION 47

Amended BellSouth Response

BellSouth identified two scenarios that precluded billing of mileage-sensitive rate elements for the seven call examples listed above. The two scenarios are as follows:

1. Intralata toll calls LPIC'd to BellSouth were originally considered un-billable. A mechanical billing method for applying UNE usage to BellSouth carried Intralata toll messages will be implemented May 25, 2001. DUF records are sent to the CLEC for their billing purposes, however.
2. All applicable UNE usage rate elements for the four operator calls listed were billed except for mileage sensitive transport. Mileage sensitive transport will be billed by May 26, 2001. However, DUF records are sent to the CLEC for their billing purposes.

Call From TN	To Number in DUF Record	Call Date	Call Time	Mileage	Scenario from above
3056855015	5613552230	12/12/2000	11:00:05	58	1
3056855015	5616553976	12/14/2000	10:41:38	58	1
5616550272	3056858869	12/14/2000	13:40:49	58	2
5616553613	3056854238	12/12/2000	16:20:56	58	1
8504390653	8506823201	12/13/2000	11:51:36	45	2
9547635470	5616550272	12/13/2000	13:33:13	41	2
9547674541	5615140599	12/14/2000	13:03:40	41	2

DISPOSITION REPORT FOR EXCEPTION 47

BellSouth Florida OSS Testing Evaluation

Date: August 10, 2001

EXCEPTION DISPOSITION REPORT

Exception:

KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices. (TVV11)

Summary of Exception:

BellSouth bills display Unbundled Transport Shared Transport usage for each terminating office CLLI code. The usage is further broken down by mileage bands, as determined by the vertical and horizontal coordinates of the originating and terminating central offices.

Summary of BellSouth's Response:

BellSouth identified two scenarios that precluded billing of mileage-sensitive rate elements for the seven call examples listed above. The two scenarios are as follows:

1. Intralata toll calls LPIC'd to BellSouth were originally considered un-billable. A mechanical billing method for applying Unbundled Network Element (UNE) usage to BellSouth carried Intralata toll messages will be implemented May 25, 2001. DUF records are sent to the CLEC for their billing purposes, however.
2. All applicable UNE usage rate elements for the four operator calls listed were billed except for mileage sensitive transport. Mileage sensitive transport will be billed by May 26, 2001. However, DUF records are sent to the CLEC for their billing purposes.

Summary of KPMG Consulting's Retest Activities

KPMG Consulting performed a DUF retest between the dates of May 29th and June 1st, 2001. Subsequently, KPMG Consulting calculated expected billing from the DUF records received from the DUF retest and compared these expected billings to the actual bills received.

KPMG Consulting's Retest Results:

Following the comparison of the CABS bills related to the usage generated during the DUF retest, KPMG Consulting has observed that CABS bills for CLEC UNE-Network Switch Combination lines now reflect billings for calls made in excess of 35 miles. As a result, KPMG Consulting is satisfied that BellSouth's coding changes have adequately corrected this problem.



DISPOSITION REPORT FOR EXCEPTION 47

BellSouth Florida OSS Testing Evaluation

Based on re-testing activities, KPMG Consulting, with the concurrence of the Florida Public Service Commission, closes Exception 47.

KPMG Consulting, Inc.

08/07/01

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EXCEPTION

EXCEPTION 51

BellSouth Testing Evaluation

Date: April 25, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

Exception:

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

Issue:

According to Ordering measures O-6 of the Service Quality Measurement Plan¹, BellSouth should return $\geq 97\%$ mechanized rejects to CLECs within 1 hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

≤ 1 hrs	>1 and ≤ 2 hrs	≥ 2 and < 4 hrs	≥ 4 and < 12 hrs	≥ 12 and < 24 hrs	≥ 24 and < 48 hrs	≥ 48 and < 72 hrs	≥ 72 hrs	Total
86	3	5	9	21	10	5	6	145

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

Pon	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	AB	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	AB	9993	3/16/01 1:16 PM	3/19/01 4:50 PM

¹ BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

EXCEPTION 51
BellSouth Testing Evaluation

Pon	Ver	CC	LSR Sent	SEM Received
010032FPEN100001	AB	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	AA	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	AA	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	AA	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	AA	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	AA	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	AA	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	AA	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

AMENDED EXCEPTION 51

BellSouth Florida OSS Testing Evaluation

Date: May 1, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

Exception:

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

Issue:

According to Ordering measures O-6 of the Service Quality Measurement Plan¹, BellSouth should return $\geq 97\%$ mechanized rejects to CLECs within 1 hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

≤ 1 hrs	>1 and ≤ 2 hrs	≥ 2 and < 4 hrs	≥ 4 and < 12 hrs	≥ 12 and < 24 hrs	≥ 24 and < 48 hrs	≥ 48 and < 72 hrs	≥ 72 hrs	Total
86	3	5	9	21	10	5	6	145

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM

¹ BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

AMENDED EXCEPTION 51
BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED EXCEPTION 51



Florida OSS Test
Exception #51

Date: May 9, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

Exception:

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

Issue:

According to Ordering measures O-6 of the Service Quality Measurement Plan¹, BellSouth should return $\geq 97\%$ mechanized rejects to CLECs within 1 hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

≤ 1 hrs	>1 and ≤ 2 hrs	≥ 2 and < 4 hrs	≥ 4 and < 12 hrs	≥ 12 and < 24 hrs	≥ 24 and < 48 hrs	≥ 48 and < 72 hrs	≥ 72 hrs	Total
86	3	5	9	21	10	5	6	145

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

Pon	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	AB	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	AB	9993	3/16/01 1:16 PM	3/19/01 4:50 PM
010032FPEN100001	AB	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	AA	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	AA	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	AA	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	AA	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	AA	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	AA	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	AA	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

¹ BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED EXCEPTION 51

Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

BellSouth's Response:

The results of BellSouth's investigation of each PON have been included in the following table. In each case where the PON fell out for manual handling, the cause was due to incorrect or insufficient data provided in the KPMG test case.

The 855/865 documents for this list of PONs included "Clarification" responses, not "Reject" responses. The last PON did receive a "Reject" response. The "Reject" was in response to a duplicate LSR sent by KPMG on 3/15/01.

Item #	PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
1	010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM	This was a partially mechanized clarification and should not be included in this exception. PON fell out for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
2	010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM	This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
3	010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM	This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
4	005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM	This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to missing LNECLS SVC field.
5	020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM	This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to missing LNECLS SVC field.
6	010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM	This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
7	020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM	This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to missing LNECLS SVC field.
8	010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM	This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to inappropriate text entered in the FEATURE DETAIL field.

FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED EXCEPTION 51

Item #	PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
9	010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM	This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
10	072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM	<p>BellSouth EDI received two instances of the CC/PON/VER. 3/13/01 16:49 3/15/01 8:42</p> <p>Reject timestamp cited by KPMG is based on a duplicate instance of the CC/PON/VER. The 3/15/01 9:53 a.m. (EST) reject time is based on an LSR that was received and translated at BellSouth on 3/15/01 at 8:42 a.m. (CST). KPMG apparently associated the response listed in this table to another LSR with the same PON/VER/CC.</p>

Below is a summary of BellSouth's findings for the 10 PONs listed in this exception.

- 9 Partially Mechanized Clarifications should not be included in measurements for flow through mechanized rejects.**
- 1 Response received within fully mechanized standard interval but was associated to incorrect PON/VER/CC by KPMG.**



2nd AMENDED EXCEPTION 51

BellSouth Florida OSS Testing Evaluation

Date: June 28, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

Exception:

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

Issue:

According to Ordering measure O-6 of the Service Quality Measurement Plan¹, BellSouth should return $\geq 97\%$ of mechanized rejects to CLECs within one (1) hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	≤ 1 hrs	>1 and ≤ 2 hrs	≥ 2 and <4 hrs	≥ 4 and <12 hrs	≥ 12 and <24 hrs	≥ 24 and <48 hrs	≥ 48 and <72 hrs	≥ 72 hrs	Total
Number	86	3	5	9	21	10	5	6	145
Percent	59%	2%	3%	6%	14%	7%	3%	4%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM

¹ BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000
KPMG Consulting, Inc.

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2nd AMENDED EXCEPTION 51

BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the EDI interface.

	<=1 hrs	>1 and <=2 hrs	>2 and <4 hrs	>=4 and <12 hrs	>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
Number	194	4	8	1	0	0	0	0	207
Percent	94%	2%	4%						

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
002071FPEN000001	00	9990	03/23/01 02:54 PM	03/23/01 05:31 PM
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM

2nd AMENDED EXCEPTION 51

BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	SEM Received
005081FPEJ100001	00	9990	03/23/01 03:23 PM	03/23/01 05:31 PM
005101FPEN100001	00	9990	03/23/01 03:09 PM	03/23/01 05:31 PM
006031FPEJ000007	00	9990	03/23/01 03:13 PM	03/23/01 05:31 PM
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM
011061FPEN000001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM
017061FPEJ100005	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
072062FPEH100001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM
090011FPEH000003	00	9993	03/23/01 03:32 PM	03/23/01 05:31 PM

Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

FLORIDA OSS BELLSOUTH'S RESPONSE TO 2ND AMENDED EXCEPTION 51



Florida OSS Test
2nd Amended Exception #51

Date: July 11, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

Exception:

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

Issue:

According to Ordering measure O-6 of the Service Quality Measurement Plan¹, BellSouth should return $\geq 97\%$ of mechanized rejects to CLECs within one (1) hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	≤ 1 hrs	>1 and ≤ 2 hrs	≥ 2 and <4 hrs	≥ 4 and <12 hrs	≥ 12 and <24 hrs	≥ 24 and <48 hrs	≥ 48 and <72 hrs	≥ 72 hrs	Total
Number	86	3	5	9	21	10	5	6	145
Percent	59%	2%	3%	6%	14%	7%	3%	4%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

¹ BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

FLORIDA OSS BELL SOUTH'S RESPONSE TO 2ND AMENDED EXCEPTION 51

Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the EDI interface.

	<=1 hrs	>1 and <=2 hrs	>=2 and <4 hrs	>=4 and <12 hrs	>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
Number	194	4	8	1	0	0	0	0	207
Percent	94%	2%	4%						

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
002071FPEN000001	00	9990	03/23/01 02:54 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problem--a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM	Response document was delayed due to EDI system slowdown during internal volume testing of Production environment. When slowdown was detected, testing was halted.
005081FPEJ100001	00	9990	03/23/01 03:23 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problem--a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.
005101FPEN100001	00	9990	03/23/01 03:09 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problem--a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.
006031FPEJ000007	00	9990	03/23/01 03:13 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problem--a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM	Response document delayed due to a space allocation problem in a Process Library where the process that makes the EDI dataset available for the downstream systems resides. Condition corrected and data began to flow correctly.
011061FPEN000001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problem--a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.

FLORIDA OSS BELL SOUTH'S RESPONSE TO 2ND AMENDED EXCEPTION 51

PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM	Response document delayed due to a downstream system <u>test</u> job inadvertently picking up production data. The system <u>test</u> job was corrected and the production data rerouted.
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM	EDI received/translated LSR at 5:49 pm EDI received/translated clarification at 6:49 pm The time the document was received in EDI at 5:49 and returned to trading partner at 6:49 meets the 1-hour turnaround time.
017061FPEJ100005	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problem—a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.
072062FPEH100001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problem—a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM	Response document was delayed due to EDI system slowdown during internal volume testing of Production environment. When slowdown was detected, testing was halted.
090011FPEH000003	00	9993	03/23/01 03:32 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problem—a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.

Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

BellSouth Response:

BellSouth had a downstream system problem which caused production data to be sent to a test dataset. That condition was corrected within two hours on March 23, 2001, and all responses were returned to CLECs. KPMG can consider this a system fix, and may begin the retest with any transactions sent and received after March 23, 2001.

Please see BellSouth's findings as detailed in the table above.

3rd AMENDED EXCEPTION 51

BellSouth Florida OSS Testing Evaluation

Date: July 27, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

Exception:

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

Issue:

According to Ordering measure O-6 of the Service Quality Measurement Plan¹, BellSouth should return $\geq 97\%$ of mechanized rejects to CLECs within one (1) hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	≤ 1 hrs	> 1 & ≤ 2 hrs	≥ 2 & < 4 hrs	≥ 4 & < 12 hrs	≥ 12 & < 24 hrs	≥ 24 & < 48 hrs	≥ 48 & < 72 hrs	≥ 72 hrs	Total
Number	86	3	5	9	21	10	5	6	145
Percent	60%	2%	3%	6%	15%	7%	3%	4%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM

¹¹ BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

3rd AMENDED EXCEPTION 51

BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	SEM Received
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

BellSouth response indicated that the LSRs associated with these orders were populated in such a way as to fall out for manual handling in the LCSC and therefore should be considered as non-mechanized orders for the purposes of the timeliness review.

KPMG Consulting agreed with BellSouth's response .

Amended Issue:

KPMG Consulting converted Vers on table above from alpha to numeric version.

2nd Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the EDI interface.

	≤1 hrs	>1 & ≤ 2 hrs	>2 & <4 hrs	>4 & <12 hrs	>12 & <24 hrs	>24 & <48 hrs	>48 & <72 hrs	>72 hrs	Total
Number	194	4	8	1	0	0	0	0	207
Percent	94%	2%	4%	0%	0%	0%	0%	0%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

3rd AMENDED EXCEPTION 51

BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	SEM Received
002071FPEN000001	00	9990	03/23/01 02:54 PM	03/23/01 05:31 PM
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM
005081FPEJ100001	00	9990	03/23/01 03:23 PM	03/23/01 05:31 PM
005101FPEN100001	00	9990	03/23/01 03:09 PM	03/23/01 05:31 PM
006031FPEJ000007	00	9990	03/23/01 03:13 PM	03/23/01 05:31 PM
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM
011061FPEN000001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM
017061FPEJ100005	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
072062FPEH100001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM
090011FPEH000003	00	9993	03/23/01 03:32 PM	03/23/01 05:31 PM

BellSouth response to the PONs indicated that delays were due to a downstream system problem, internal volume testing and a test job picking up production orders. BellSouth implemented a system fix on March 23, 2001 and requested that KPMG Consulting begin a re-test after that date.

KPMG Consulting has reviewed response times after the March 23rd date and have listed our results below.

3rd Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as from March 24, 2001 through July 16, 2001 for mechanized rejects received via the EDI interface.

3rd AMENDED EXCEPTION 51

BellSouth Florida OSS Testing Evaluation

	<=1 hrs	>1 & <= 2 hrs	>=2 & <4 hrs	>=4 & <12 hrs	>=12 & <24 hrs	>=24 & <48 hrs	>=48 & <72 hrs	>=72 hrs	Total
Number	186	3	3	2	2	0	1	1	198
Percent	94 %	1.5%	1.5%	1%	1%	0%	.5%	.5%	

Following is a list of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
068021FPEI004003	00	7125	07/11/01 03:25 PM	07/12/01 10:31 AM
071051FPEI002007	00	7125	07/02/01 10:15 AM	07/02/01 12:59 PM
071051FPEI002004	00	7125	06/29/01 11:51 AM	07/02/01 02:59 PM
071061FPEI001008	00	7125	06/28/01 12:50 PM	06/28/01 05:12 PM
071051FPEI000003	05	7125	06/27/01 04:29 PM	06/28/01 01:29 PM
071051FPEI000003	03	7125	06/26/01 10:13 AM	06/26/01 02:12 PM
071051FPEI000003	00	7125	06/01/01 12:24 PM	06/04/01 09:59 AM
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM

3rd AMENDED EXCEPTION 51
BellSouth Florida OSS Testing Evaluation

Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

FLORIDA OSS BELLSOUTH'S RESPONSE TO 3rd AMENDED EXCEPTION 51



Florida OSS Test
3rd Amended Exception #51

Date: August 10, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

Exception:

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

Issue:

According to Ordering measure O-6 of the Service Quality Measurement Plan¹, BellSouth should return $\geq 97\%$ of mechanized rejects to CLECs within one (1) hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	≤ 1 hrs	> 1 & ≤ 2 hrs	≥ 2 & < 4 hrs	≥ 4 & < 12 hrs	≥ 12 & < 24 hrs	≥ 24 & < 48 hrs	≥ 48 & < 72 hrs	≥ 72 hrs	Total
Number	86	3	5	9	21	10	5	6	145
Percent	60%	2%	3%	6%	15%	7%	3%	4%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

¹ BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

FLORIDA OSS BELL SOUTH'S RESPONSE TO 3rd AMENDED EXCEPTION 51

BellSouth response indicated that the LSRs associated with these orders were populated in such a way as to fall out for manual handling in the LCSC and therefore should be considered as non-mechanized orders for the purposes of the timeliness review. KPMG Consulting agreed with BellSouth's response.

Amended Issue:

KPMG Consulting converted Vers on table above from alpha to numeric version.

2nd Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the EDI interface.

	<=1 hrs	>1 & <= 2 hrs	>=2 & <4 hrs	>=4 & <12 hrs	>=12 & <24 hrs	>=24 & <48 hrs	>=48 & <72 hrs	>=72 hrs	Total
Number	194	4	8	1	0	0	0	0	207
Percent	94%	2%	4%	0%	0%	0%	0%	0%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
002071FPEN000001	00	9990	03/23/01 02:54 PM	03/23/01 05:31 PM
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM
005081FPEJ100001	00	9990	03/23/01 03:23 PM	03/23/01 05:31 PM
005101FPEN100001	00	9990	03/23/01 03:09 PM	03/23/01 05:31 PM
006031FPEJ000007	00	9990	03/23/01 03:13 PM	03/23/01 05:31 PM
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM
011061FPEN000001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM
017061FPEJ100005	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
072062FPEH100001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM
090011FPEH000003	00	9993	03/23/01 03:32 PM	03/23/01 05:31 PM

BellSouth response to the PONs indicated that delays were due to a downstream system problem, internal volume testing and a test job picking up production orders. BellSouth implemented a system fix on March 23, 2001 and requested that KPMG Consulting begin a re-test after that date.

KPMG Consulting has reviewed response times after the March 23rd date and have listed our results below.

3rd Amended Issue:

FLORIDA OSS BELL SOUTH'S RESPONSE TO 3rd AMENDED EXCEPTION 51

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as from March 24, 2001 through July 16, 2001 for mechanized rejects received via the EDI interface.

	<=1 hrs	>1 & <=2 hrs	>2 & <4 hrs	>4 & <12 hrs	>12 & <24 hrs	>24 & <48 hrs	>48 & <72 hrs	>72 hrs	Total
Number	186	3	3	2	2	0	1	1	198
Percent	94%	1.5%	1.5%	1%	1%	0%	.5%	.5%	

Following is a list of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
068021FPEI004003	00	7125	07/11/01 03:25 PM	07/12/01 10:31 AM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071051FPEI002007	00	7125	07/02/01 10:15 AM	07/02/01 12:59 PM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071051FPEI002004	00	7125	06/29/01 11:51 AM	07/02/01 02:59 PM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071061FPEI001008	00	7125	06/28/01 12:50 PM	06/28/01 05:12 PM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071051FPEI000003	05	7125	06/27/01 04:29 PM	06/28/01 01:29 PM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071051FPEI000003	03	7125	06/26/01 10:13 AM	06/26/01 02:12 PM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071051FPEI000003	00	7125	06/01/01 12:24 PM	06/04/01 09:59 AM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM	As reported in Second Amended Exception 51, response document was delayed due to EDI system slowdown during internal volume testing of Production environment. When slowdown was detected, testing was halted.
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM	As reported in Second Amended Exception 51, response document was delayed due to EDI system slowdown during internal volume testing of Production environment. When slowdown was detected, testing was halted.
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM	As reported in Second Amended Exception 51, response document delayed due to a downstream

FLORIDA OSS BELLSOUTH'S RESPONSE TO 3rd AMENDED EXCEPTION 51

PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
					system test job inadvertently picking up production data. The system test job was corrected and the production data rerouted.
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM	As reported in Second Amended Exception 51, EDI received/translated LSR at 5:49 pm EDI received/translated clarification at 6:49 pm The time the document was received in EDI at 5:49 and returned to trading partner at 6:49 meets the 1-hour turnaround time.
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM	As reported in Second Amended Exception 51, response document delayed due to a space allocation problem in a Process Library where the process that makes the EDI dataset available for the downstream systems resides. Condition corrected and data began to flow correctly.

Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

BellSouth's 3rd Amended Response:

BellSouth's findings for individual PONs have been incorporated in the above chart. In summary:

- The first 7 PONs were not flow-thru PONs; each fell for manual handling. These were all LNP PONs that had autoclarifications and errors, the latter of which resulted in their falling out to the Center for handling.
- Findings for the next 5 PONs were previously reported on in 2nd Amended Exception 51.

FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO 3RD AMENDED EXCEPTION 51



Florida OSS Test
3rd Amended Exception #51

Date: October 3, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

Exception:

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

Issue:

According to Ordering measure O-6 of the Service Quality Measurement Plan¹, BellSouth should return >=97% of mechanized rejects to CLECs within one (1) hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	<=1 hrs	>1 & <=2 hrs	>=2 & <4 hrs	>=4 & <12 hrs	>=12 & <24 hrs	>=24 & <48 hrs	>=48 & <72 hrs	>=72 hrs	Total
Number	86	3	5	9	21	10	5	6	145
Percent	60%	2%	3%	6%	15%	7%	3%	4%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

¹ BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO 3RD AMENDED EXCEPTION 51

BellSouth response indicated that the LSRs associated with these orders were populated in such a way as to fall out for manual handling in the LCSC and therefore should be considered as non-mechanized orders for the purposes of the timeliness review. KPMG Consulting agreed with BellSouth's response.

Amended Issue:

KPMG Consulting converted Vers on table above from alpha to numeric version.

2nd Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the EDI interface.

	<=1 hrs	>1 & <= 2 hrs	>=2 & <4 hrs	>=4 & <12 hrs	>=12 & <24 hrs	>=24 & <48 hrs	>=48 & <72 hrs	>=72 & <2 hrs	Total 1
Number	194	4	8	1	0	0	0	0	207
Percent	94%	2%	4%	0%	0%	0%	0%	0%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
002071FPEN000001	00	9990	03/23/01 02:54 PM	03/23/01 05:31 PM
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM
005081FPEJ100001	00	9990	03/23/01 03:23 PM	03/23/01 05:31 PM
005101FPEN100001	00	9990	03/23/01 03:09 PM	03/23/01 05:31 PM
006031FPEJ000007	00	9990	03/23/01 03:13 PM	03/23/01 05:31 PM
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM
011061FPEN000001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM
017061FPEJ100005	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
072062FPEH100001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM
090011FPEH000003	00	9993	03/23/01 03:32 PM	03/23/01 05:31 PM

BellSouth response to the PONs indicated that delays were due to a downstream system problem, internal volume testing and a test job picking up production orders. BellSouth implemented a system fix on March 23, 2001 and requested that KPMG Consulting begin a re-test after that date.

KPMG Consulting has reviewed response times after the March 23rd date and have listed our results below.

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3rd Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as from March 24, 2001 through July 16, 2001 for mechanized rejects received via the EDI interface.

	<=1 hrs	>1 & <= 2 hrs	>=2 & <4 hrs	>=4 & <12 hrs	>=12 & <24 hrs	>=24 & <48 hrs	>=48 & <72 hrs	>=72 hrs	Total
Number	186	3	3	2	2	0	1	1	198
Percent	94 %	1.5%	1.5%	1%	1%	0%	.5%	.5%	

Following is a list of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
068021FPEI004003	00	7125	07/11/01 03:25 PM	07/12/01 10:31 AM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071051FPEI002007	00	7125	07/02/01 10:15 AM	07/02/01 12:59 PM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071051FPEI002004	00	7125	06/29/01 11:51 AM	07/02/01 02:59 PM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071061FPEI001008	00	7125	06/28/01 12:50 PM	06/28/01 05:12 PM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071051FPEI000003	05	7125	06/27/01 04:29 PM	06/28/01 01:29 PM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.

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AMENDED EXCEPTION 51**

PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
					exception.
071051FPEI000003	03	7125	06/26/01 10:13 AM	06/26/01 02:12 PM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
071051FPEI000003	00	7125	06/01/01 12:24 PM	06/04/01 09:59 AM	LNP PON had auto clarification and other address validation errors that caused it to fall to LCSC for manual handling. This was a partial mechanized order and should not be included in this exception.
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM	As reported in Second Amended Exception 51, response document was delayed due to EDI system slowdown during internal volume testing of Production environment. When slowdown was detected, testing was halted.
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM	As reported in Second Amended Exception 51, response document was delayed due to EDI system slowdown during internal volume testing of Production environment. When slowdown was detected, testing was halted.
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM	As reported in Second Amended Exception 51, response document delayed due to a downstream system test job inadvertently picking up production data. The system test job was corrected and the production data rerouted.
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM	As reported in Second Amended Exception 51, EDI received/translated LSR at 5:49 pm EDI received/translated clarification at 6:49 pm The time the document was received in EDI at 5:49 and returned to trading partner at 6:49 meets the 1-hour turnaround time.
007061FPEJ101001	00	9990	03/28/01	03/28/01	As reported in Second Amended

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PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
			05:35 PM	08:07 PM	Exception 51, response document delayed due to a space allocation problem in a Process Library where the process that makes the EDI dataset available for the downstream systems resides. Condition corrected and data began to flow correctly.

Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

BellSouth's 3rd Amended Response:

BellSouth's findings for individual PONs have been incorporated in the above chart. In summary:

- The first 7 PONs were not flow-thru PONs; each fell for manual handling. These were all LNP PONs that had autoclarifications and errors, the latter of which resulted in their falling out to the Center for handling.
- Findings for the next 5 PONs were previously reported on in 2nd Amended Exception 51.

BellSouth's 4th Amended Response:

BellSouth corrected the reporting issue associated with the LNP PONs that had been classified as autoclarifications, but also had errors and had fallen out for manual handling. This was resolved on 9/24/01.

The issue of timely mechanized rejects sent via EDI is now ready for retest.